



U.S. PUBLIC HEALTH SERVICE
Pharmacist Professional Advisory Committee
Department of Health and Human Services

MARY LOUISE ANDERSEN LEADERSHIP AWARD
COVER SHEET (please print or type)

CANDIDATE'S GRADE/RANK/NAME: CAPT MARY FONG

POSITION TITLE: USCG PHARMACY PROGRAM COORDINATOR

WORK ADDRESS: USCG HB (CG-1122), 2100 SECOND STREET, SW
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PROPOSED CITATION (not to exceed 25 words):

CAPT FONG'S EXTENSIVE EXPERIENCE IN MULTI-AGENCY AND COMPLEX OPERATIONS MAKE HER A SUPERB CANDIDATE FOR THIS AWARD.

RECOMMENDED BY: CDR PAUL HUNTZINGER

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NAME OF CANDIDATE'S IMMEDIATE SUPERVISOR: CAPT DEBORAH NOYES

SIGNATURE OF IMMEDIATE SUPERVISOR: Deborah Noyes DMD, CAPT, USPHS

ADDITIONAL COMMENTS (OPTIONAL):

I highly recommend CAPT Fong for this award - her Agency + National contributions to the Pharmacy Community place her a cut above her peers. In

The purpose of this narrative is to justify the nomination of CAPT Mary Fong for the annual Mary Louis Andersen Leadership Award. Based on her extensive experience in multi-agency and complex operations, CAPT Fong is a superb candidate for this award.

CAPT Fong is the Coast Guard pharmacy matter expert responsible for overseeing Coast Guard pharmacy operations world-wide which includes 38 clinics and over 150 medical sick-bays, including cutters and other units that deploy to the Middle East in support of Operation Iraqi Freedom. An adjunct to this responsibility, she supervises the implementation of the annual mandatory Coast Guard influenza immunization program that affects all 45,000 Coast Guard active duty members and 35,000 plus reserve members. During the award time period, her efforts were crucial in ensuring the Coast Guard was medically operationally ready to execute its myriad of missions.

CAPT Fong's Coast Guard pharmacy responsibilities also include the development and implementation of Coast Guard policies. She was the final review and approval authority for several policies and programs that affected Coast Guard operations world-wide resulting in superior pharmacy operations and management. These efforts included the revision of the Pharmacy Watchstander Guide which directs pharmacy operations after-normal workhours; overhaul of the Pharmacy Officer Collateral Duty Program which directs how pharmacy officers provide support to outlying units; revitalization of the Medication Non-prescription program which allows members to receive OTCs without a prescription; and revision of the organization-wide instruction that guides Coast Guard P&T Committees. All these programs/policies needed updating and now Coast Guard medical operations are better prepared because of her efforts.

CAPT Fong also spearheads the Coast Guard's medical/surgical prime vendor, pharmacy prime vendor, and pharmaceutical return goods vendor programs. These programs affect hundreds of units and involve multi-million dollars in product movement. Implementation of these cost-effective and cost-efficient programs has increased productivity several times and is essential to effective Coast Guard operations. Along this same line, CAPT Fong is the Contracting Officer Technical Representative (COTR) for managing the contract the Coast Guard has with the Accreditation Association of Ambulatory Health Care, Inc. which involves all aspects of the quality improvement reviews conducted by AAAHC. Her efforts assisted in raising the standard of medical care in the Coast Guard by converting its quality assurance reviews from an internal to external process. She is also the COTR of the Coast Guard's external peer review program which was implemented under her watch and involves over two hundred CG civilian and active duty privileged providers. As with the AAAHC contract, this contract raised the standard of care by having an independent, civilian, third party review the quality of care provided by all Coast Guard privileged providers. Together the AAAHC and external review contracts totaled 3.5 million dollars and affected all aspects of Coast Guard healthcare.

In addition to these impressive accomplishments, CAPT Fong demonstrated extensive leadership in national and interagency affairs. For example, she is a Federal Pharmacy Chief board member of the American Pharmacists Association and American Society of Health System Pharmacists comprised of pharmacy chiefs from U.S. Public Health Service, Veterans Administration, Army, Air Force, Navy, and Coast Guard. Additionally, she is a member of the Department of Defense (DoD) Pharmacy Board of Advisors (BOA) comprised of the Tricare Management Activity Pharmacy Director, DoD Pharmacoeconomic Center Pharmacy Director, and Pharmacy Consultants from the Army, Air Force, Navy, and Coast Guard. One of the tasks of the DoD BOA board members is to supervise the program development of the annual DoD Combined Forces Pharmacy Seminar (CFPS) which involves scores of pharmaceutical

companies, thousands of participants and over a million dollars to organize. The CFPS is essential for the dissemination of information that assists federal military pharmacy officers develop skills necessary for their unique work environments.

With the support of APhA sustaining members, CAPT Fong developed and established a Coast Guard Pharmacy Officer and Pharmacy Technician of the Year award program. The inaugural awards were presented this past year and to my knowledge are the only ones in the Coast Guard that are specific to a particular profession. Further, CAPT Fong secured dedicated funding from Coast Guard Headquarters so the 16 Coast Guard pharmacy officers and four selected pharmacy technicians could attend the annual DoD CFPS, thus providing an annual venue for the Coast Guard pharmacy community to meet and discuss issues that lead to policy changes. She was also instrumental in the development of a Coast Guard pharmacy challenge coin and patch; both approved in 2006. In addition to the APhA, ASHP and DoD Board of Pharmacy Advisors, CAPT Fong is an integral member of the Department of Defense (DoD) P&T Committee and DoD Pharmacy Consultants. The latter three of these voting positions involve interactions that affect DoD pharmacy policies world-wide.

Impressively CAPT Fong augmented her ability to effectively interact with her DoD colleagues by obtaining a Masters Degree in National Security and Strategic Studies from the Naval War College. The skills she learned in the program will be put to good use as she develops policies that affect Coast Guard-wide operations. In addition, completing the program while working at Headquarters demonstrates her dedication as a PHS officer. Headquarters is a stressful, demanding, and intensive place at which to work, let alone tackling a master's level program from the Naval War College.

Aside from her direct contributions to Coast Guard and DoD medical operations, CAPT Fong demonstrated a range of accomplishments during the award period. She was hand-picked as a contributor to the Department of Health and Human Services' 2004 edition of The Ship's Medicine Chest and Medical Aid at Sea; one of only a handful of officers so selected. In 2005, she was the keynote speaker at Andrews Air Force Base for Asian and Pacific Islander Heritage Month to 150 attendees. She served as the co-captain for 30 members of the Headquarters Team Coast Guard for the Susan B. Komen Race for the Cure event for Breast Cancer Awareness Month. She was a presenter at the 2004 and 2006 PHS Inactive Reserve Annual trainings which involved 30 participants, as well as a presenter at the 2004 PHS Pharmacy Student Costep Summer Conference which involved 20 students. To top things off, she served on a PHS assimilation board during the award timeframe.

Despite the demands on her time, CAPT Fong still finds time for "hands-on" pharmacy. She occasionally worked at two Coast Guard clinics and served as an informal mentor to several colleagues across the organizational spectrum. Furthermore, she personally contacted 5 schools of pharmacy regarding Coast Guard or PHS pharmacy-related matters.

In conclusion, the Mary Louise Andersen Leadership Award is to recognize an individual that epitomizes the vision of a PHS pharmacy officer leader. This leader must accomplish a wide variety of complicated tasks across a spectrum of agencies that result in improved or more effective operations. I believe the evidence presented in this narrative demonstrates CAPT Fong is that leader. Thank you for your consideration.